

Executive Summary

The NSIP outlines our planned product and services changes for 2004. The intended audience includes all public sector, private sector, academia partners, customers, and NWS employees. This plan is a living document and will be frequently updated at <http://www.nws.noaa.gov/os/nsip.shtml>. The NSIP will be updated annually after Congress passes the final budget appropriations. The plan for next year will be released after the President issues the budget for the following year to Congress.

This plan outlines new NWS efforts in providing services via the National Digital Forecast Database (NDFD). The NWS is committed to measuring and improving customer service, and to adopting a customer service plan. We plan to work with our partners and customers, and to use new and innovative methods to improve our dissemination services.

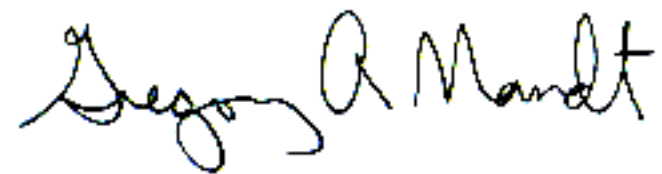
This plan summarizes our changes by service area:

- ✓ Digital Services
- ✓ Aviation Services
- ✓ Climate Services
- ✓ Fire Weather Services

- ✓ Hydrologic Services
- ✓ Marine, Weather Services
- ✓ Observation Services
- ✓ Public Weather Services

We encourage increased dialogue and communication about our plans. Please feel free to contact the appropriate manager listed at the end of each service area for additional details.

Overall comments on the plan can be directed to LeRoy Spayd, Chief, Meteorological Services Division, 301-713-1858, ext. 105, leroy.spayd@noaa.gov.



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